

GP3625
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 9378
In re application of: FRAZIER, D. et al.
Serial No. 09/943,708
Filed: August 31, 2001



For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated as shown below:

CLAIMS AS AMENDED

| FOR | Claims Remaining After Amendment | | Highest Number Previously Paid For | Extra Present | Rate | Additional Fee |
|--|---|---|---|------------------|----------|-------------------|
| Total Claims | 34 | - | 36 | 0 X | \$ 50 = | \$ 0 |
| Independent Claims | 5 | - | 5 | 0 X | \$ 200 = | \$ 0 |
| Total additional fee for this amendment -----> | | | | | | \$ 0 |

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 14 0225 of NCR Corporation (the assignee of the present application). A duplicate of this paper is enclosed.

Respectfully,

James M. Stover
Reg. No. 32,759

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

7/13/06

By:

Name:

Michelle George
Michelle George



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 9378

Application of:

FRAZIER, D. et al.

Group Art Unit: 3625

Serial No. 09/943,708

Examiner: ZURITA, JAMES H.

Filed: August 31, 2001

For: **IMPROVING CUSTOMER SATISFACTION THROUGH
CUSTOMER IDENTIFICATION AND SERVICE-TIME
MEASUREMENT**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated February 13, 2006, kindly amend
this application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims appear in the listing of claims, which begins
on page 3 of this paper.

Remarks/Arguments begin on page 12 of this paper.

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

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first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria,
VA 22313-1450 on 7/13/06

By: Michael George

Name: Michael George